



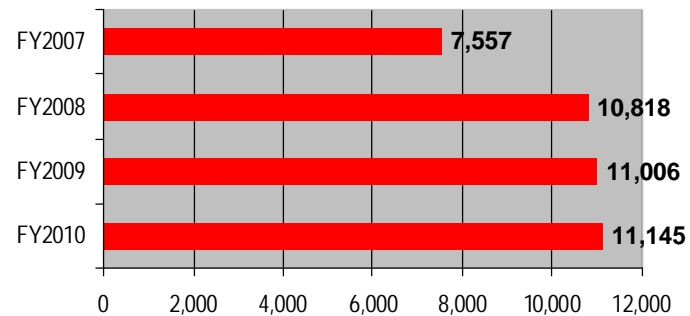
Demand for Service and Response

Posted: 4/29/11

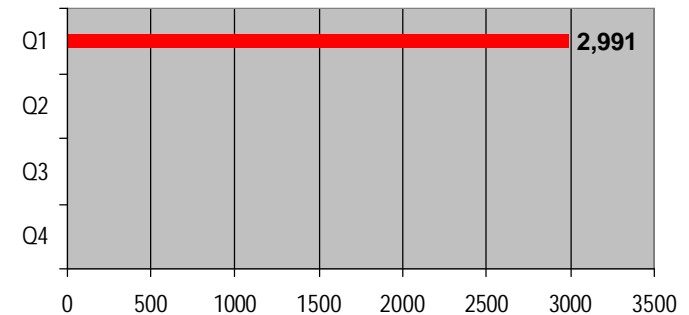
Demand is High: Calls to the District's 24-hour hotline for reporting child abuse and neglect have increased steadily, prompting an associated rise in new investigations.



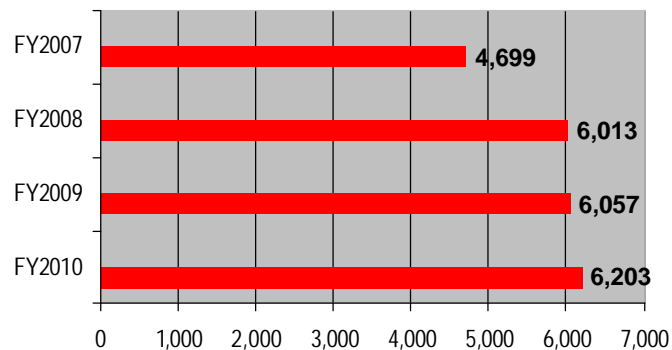
**Trend: Calls to District Hotline
for Reporting Child Abuse/Neglect**



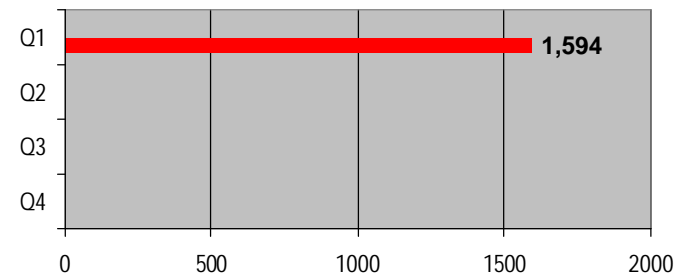
Current: Calls to District Hotline, FY11



Trend: New Investigations



Current: New Investigations, FY11



Response is Prompt: CFSA is meeting increased demand with strong performance in starting investigations (seeing, or attempting to see, the alleged child victim) within 48 hours and closing investigations within the time frame established by law (35 days in FY10 and FY11).

Trend: Starting/Closing Investigations

Investigations . . .	FY2007	FY2008	FY2009	FY2010
Started promptly	88.0%	84.2%	88.9%	90.9%
Closed within 30/35 days	56.3%	33.8%	60.7%	89.4%

Percentages represent annual average based on data from four quarters

Current: Starting/Closing Investigations, FY11

Investigations . . .	Q1	Q2	Q3	Q4
Started promptly	92.1%			
Closed within 35 days	93.2%			